

**IN THE UNITED STATES DISTRICT COURT
FOR THE DISTRICT OF DELAWARE**

RYANAIR DAC,

*Plaintiff/
Counterclaim Defendant,*

v.

BOOKING HOLDINGS INC.,
BOOKING.COM B.V., KAYAK SOFTWARE
CORPORATION, PRICELINE.COM LLC,
and AGODA COMPANY PTE. LTD.,

Defendants,

BOOKING.COM B.V.,

Counterclaim Plaintiff.

C.A. No. 1:20-cv-01191-WCB

**PUBLIC VERSION -
CONFIDENTIAL MATERIAL OMITTED**

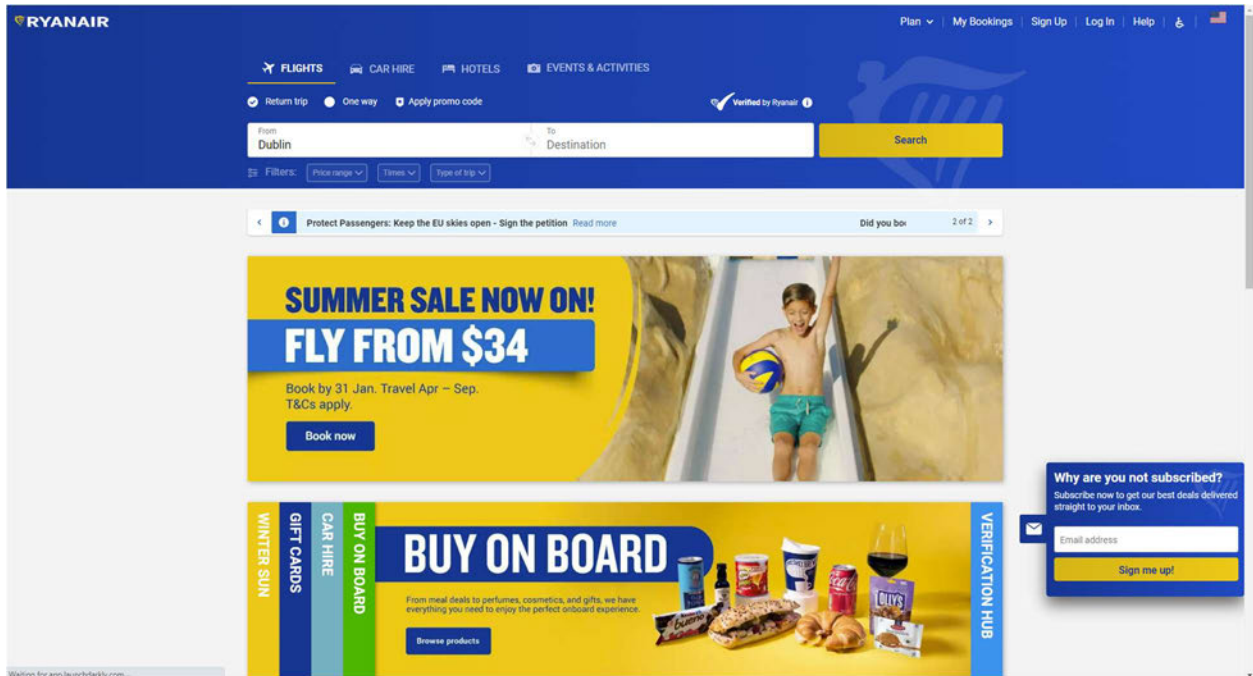
**DECLARATION OF JI MAO IN SUPPORT OF PLAINTIFF
RYANAIR DAC’S BRIEF IN OPPOSITION TO DEFENDANTS’
MOTION FOR SUMMARY JUDGMENT AND TO PRECLUDE
EXPERT TESTIMONY OF IAIN LOPATA AND ANTHONY VANCE**

I, Ji Mao, declare:

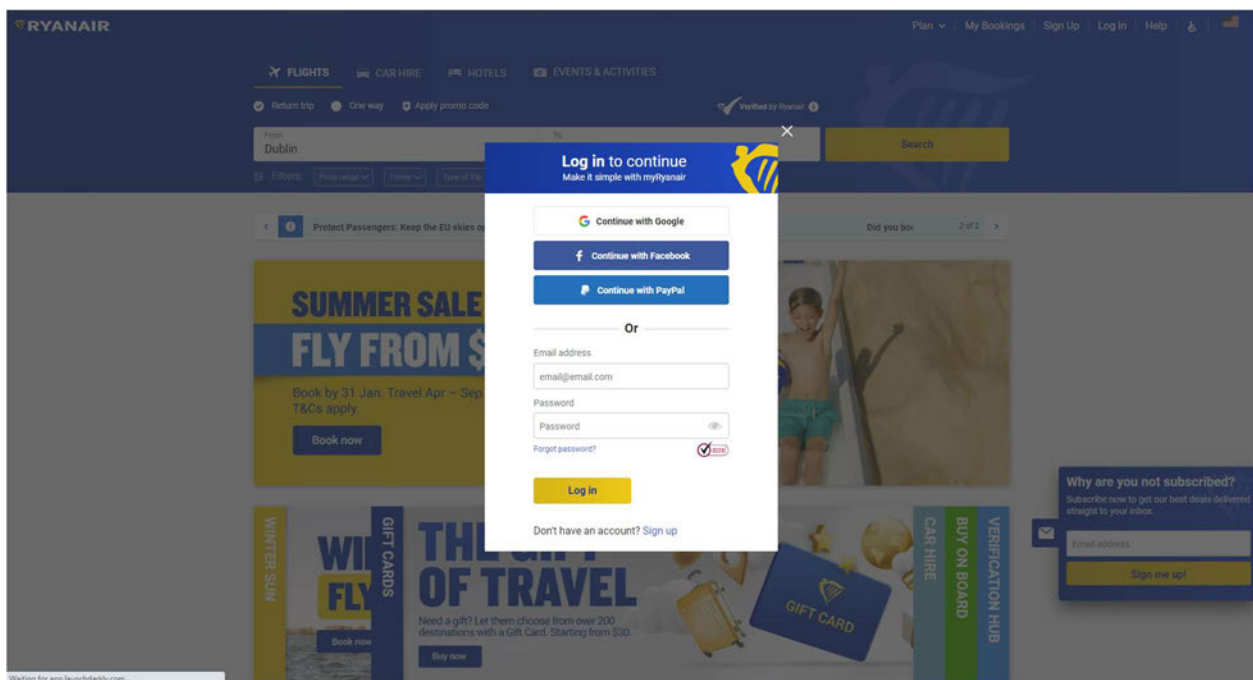
1. I am over the age of twenty-one (21) and of sound mind. I am an attorney at Holland & Knight LLP, which represents Plaintiff, Ryanair DAC, in this matter. I have personal knowledge of all the facts recited below, and if called as a witness, could and would testify competently thereto.

2. I visited the www.Ryanair.com (the “Ryanair Website”) at 1:34 pm ET on January 19, 2024. The figures below reflect a series of true and correct screenshots of the Ryanair Website as I progressed through the Ryanair Website and attempted to make a flight booking.

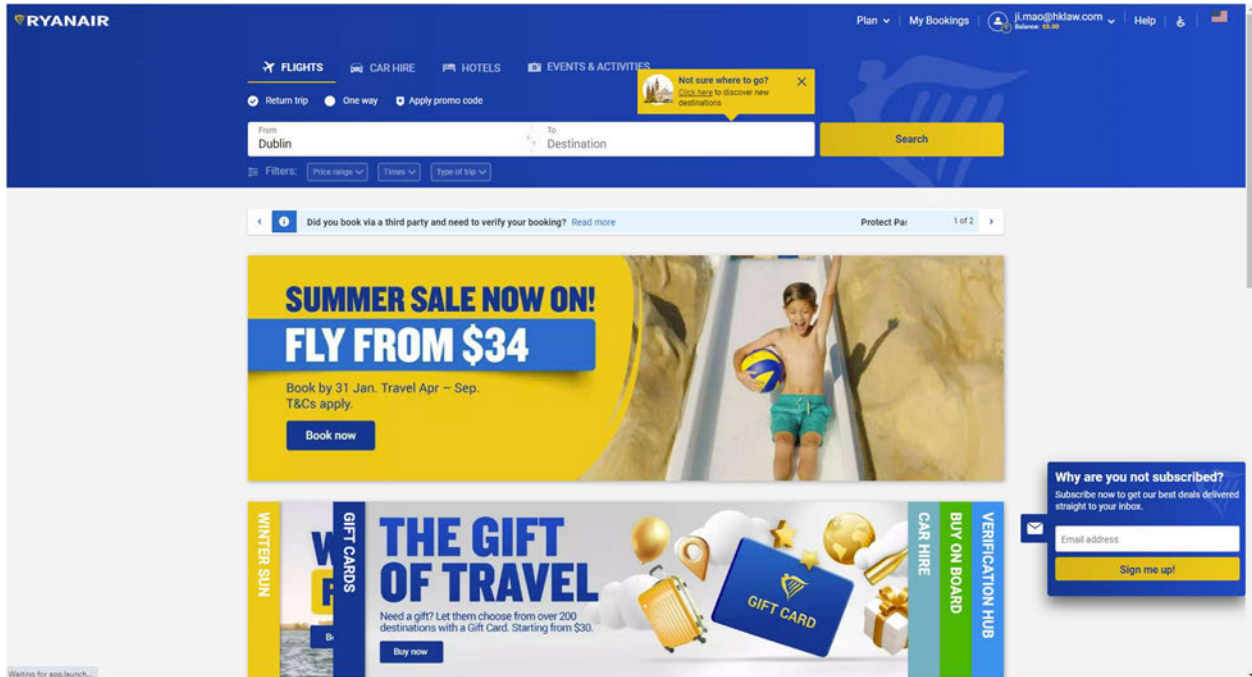
3. The following image is a true and correct screenshot taken at 1:34 pm ET on January 19, 2024 of the web page that loaded when I visited www.Ryanair.com.



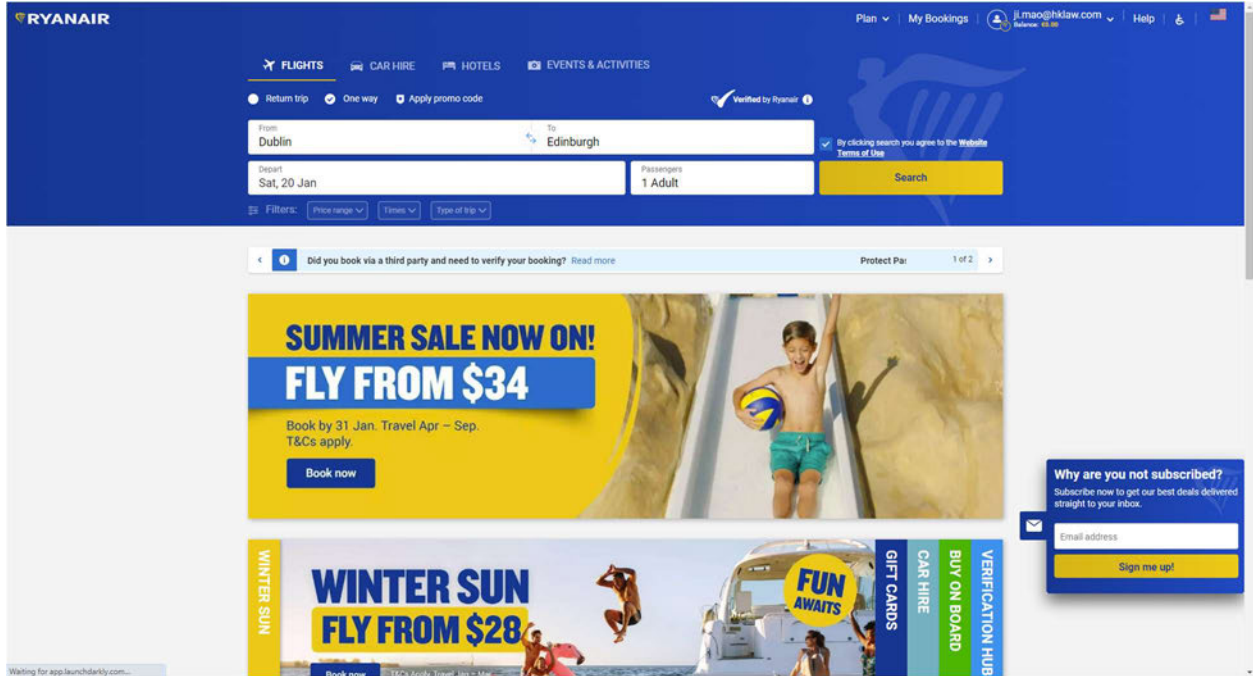
4. At 1:35 pm ET on January 19, 2024, I clicked the “Log In” link in the top right corner of the Ryanair Website. The following image is a true and correct screenshot taken at 1:37 pm ET on January 19, 2024 of the resulting web page.



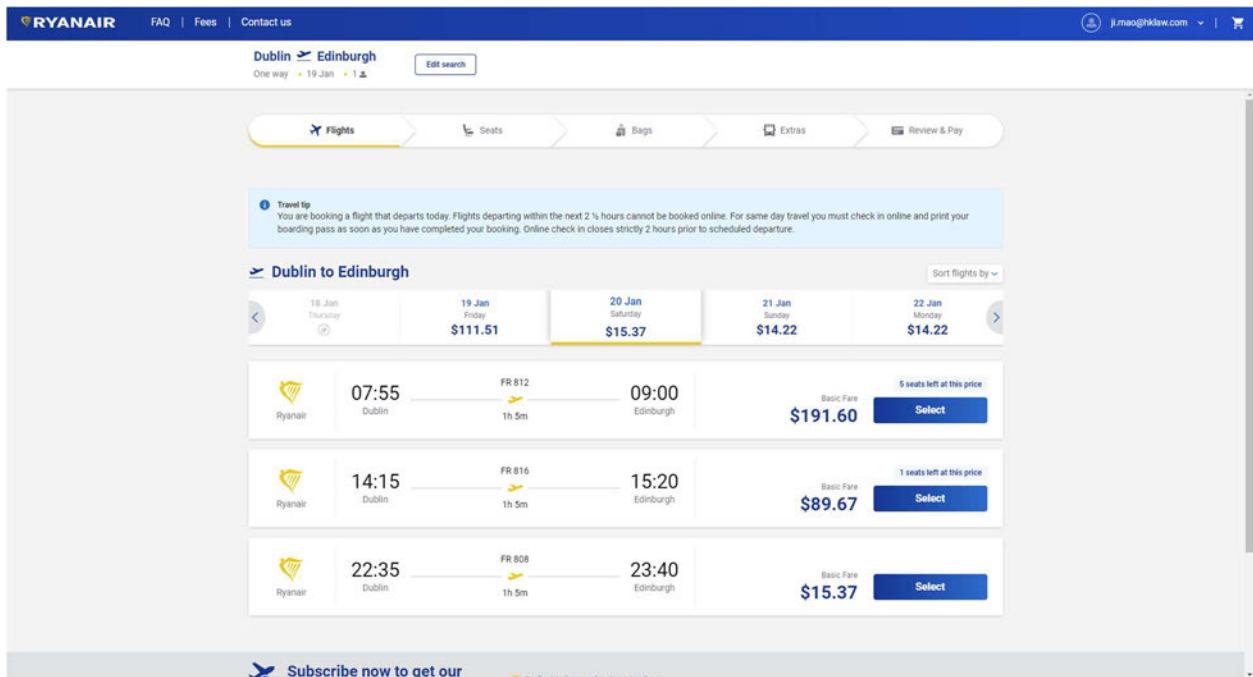
5. At 1:38 pm ET on January 19, 2024, I entered my myRynair login credentials and clicked the “Log In” button. The following image is a true and correct screenshot taken at 1:39 pm ET on January 19, 2024 of the resulting web page.



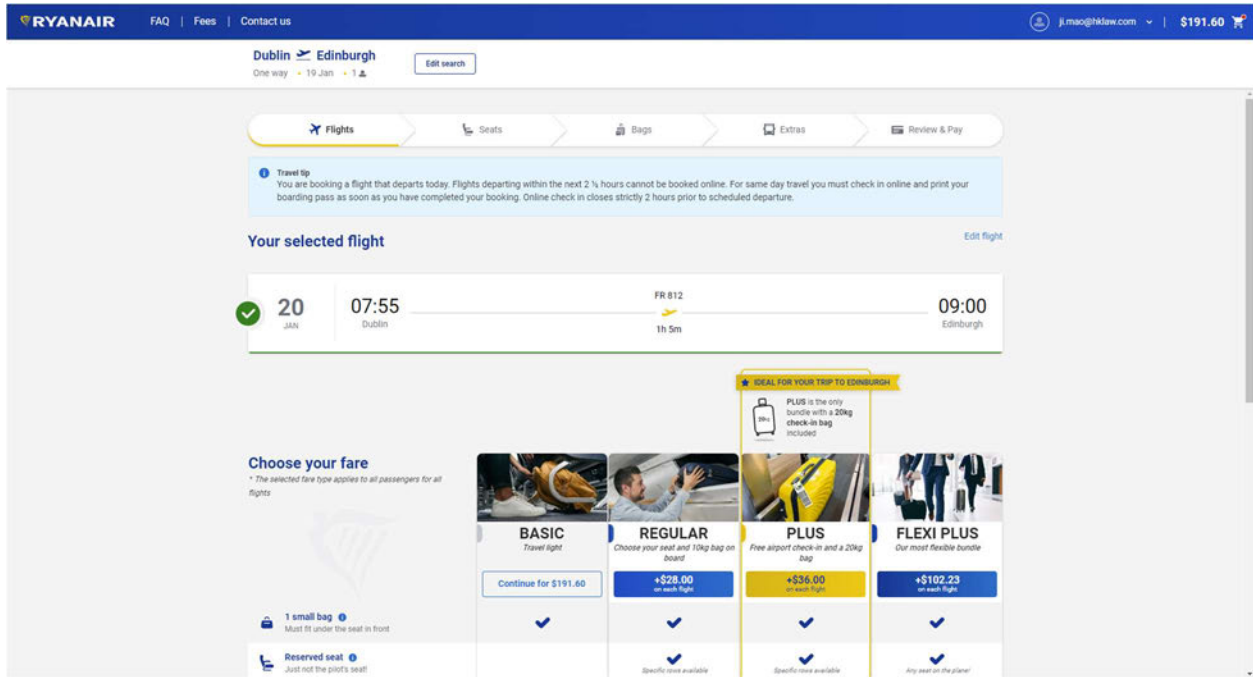
6. At 1:42 pm ET on January 19, 2024, I searched for one-way flights from Dublin to Edinburgh departing on Saturday, January 20, 2024. The following image is a true and correct screenshot taken at 1:42 pm ET on January 19, 2024 of the web page after I have input my search parameters, but before I have hit the “search” button.



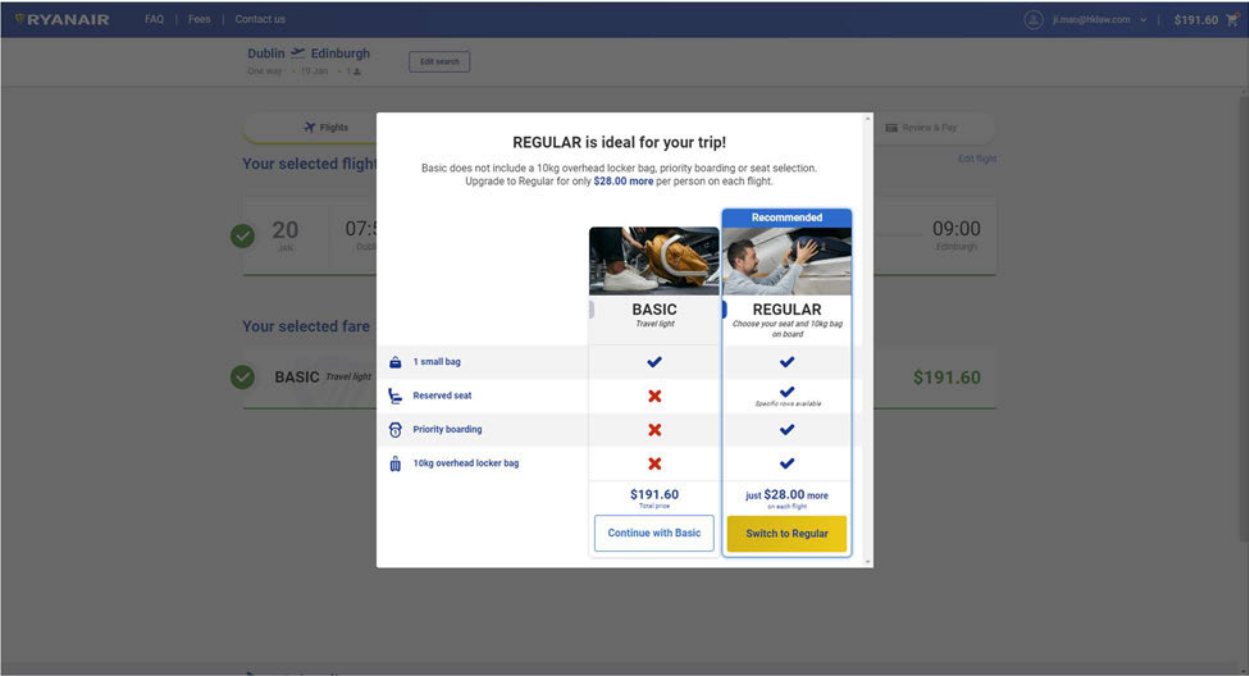
7. At 1:43 pm ET on January 19, 2024, I clicked on the “Search” button. The following image is a true and correct screenshot taken at 1:43 pm ET on January 19, 2024 of the resulting web page.



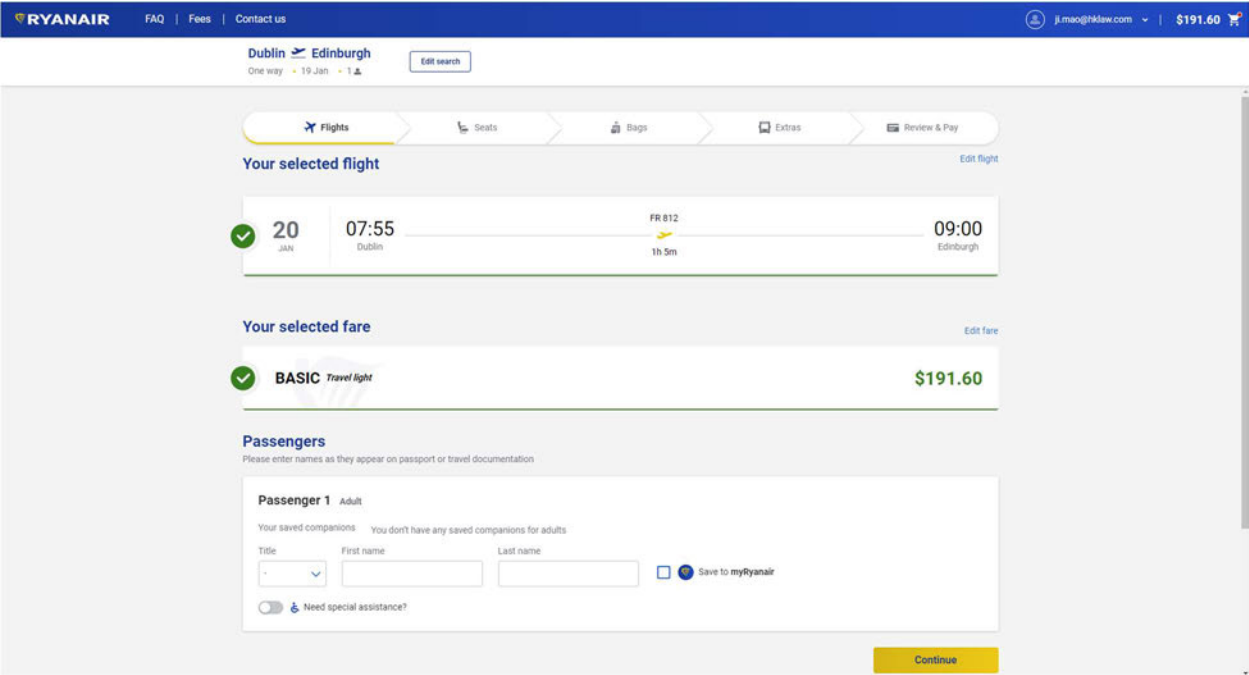
8. At 1:44 pm ET on January 19, 2024, I clicked on the “Select” button for the Ryanair flight from Dublin to Edinburgh departing at 07:55 and arriving at 09:00. The following image is a true and correct screenshot taken at 1:44 pm ET on January 19, 2024 of the resulting web page.



9. At 1:46 pm ET on January 19, 2024, I clicked on the “Continue for \$191.60” button. The following image is a true and correct screenshot taken at 1:46 pm ET on January 19, 2024 of the resulting web page.



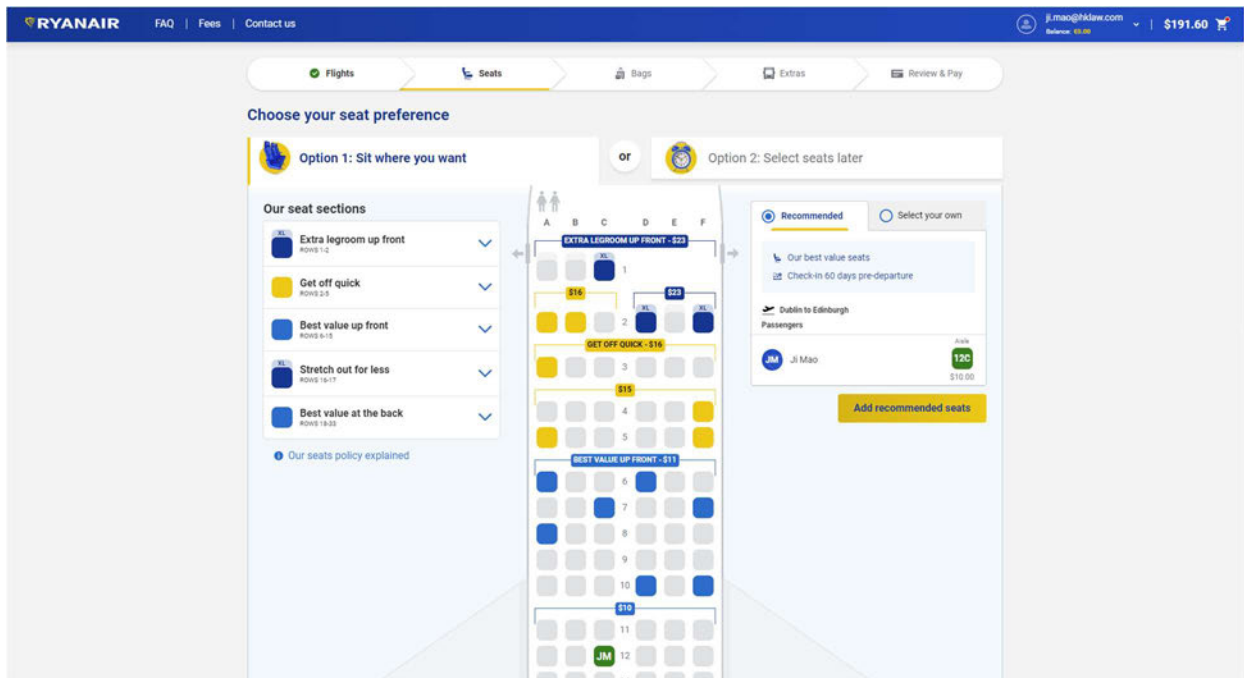
10. At 1:47 pm ET on January 19, 2024, I clicked on the “Continue with Basic” button. The following image is a true and correct screenshot taken at 1:47 pm ET on January 19, 2024 of the resulting web page.



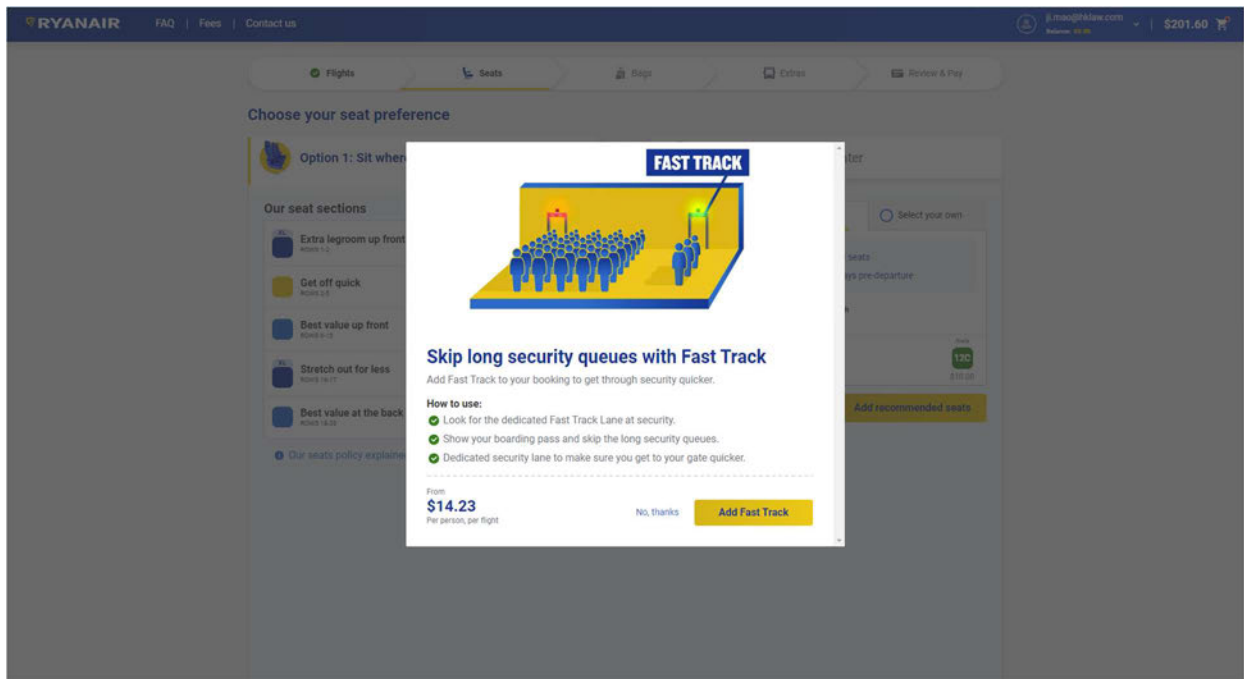
11. At 1:48 pm ET on January 19, 2024, I entered my passenger information. The following image is a true and correct screenshot taken at 1:48 pm ET on January 19, 2024 after I have entered my passenger information but before I hit the “Continue” button.

The screenshot displays the Ryanair booking interface. At the top, the Ryanair logo and navigation links (FAQ, Fees, Contact us) are visible. The flight route is Dublin to Edinburgh, one way, on January 19th. The selected flight is FR 812, departing at 07:55 from Dublin and arriving at 09:00 in Edinburgh, with a duration of 1h 5m. The selected fare is BASIC Travel light for \$191.60. The passenger section shows Passenger 1 as an Adult, with the title 'Mr', first name 'Ji', and last name 'Mao'. There is a checkbox for 'Save to myRyanair' and a toggle for 'Need special assistance?'. A yellow 'Continue' button is located at the bottom right of the passenger information section.

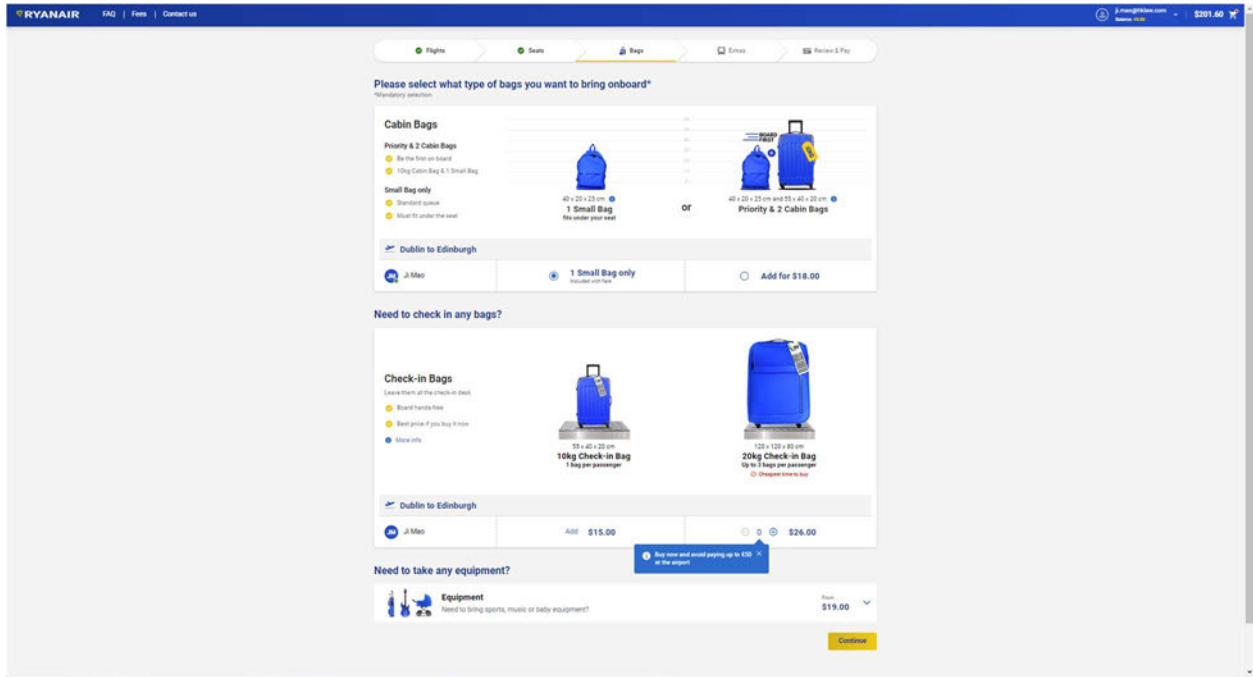
12. At 1:49 pm ET on January 19, 2024, I clicked on the “Continue” button. The following image is a true and correct screenshot taken at 1:49 pm ET on January 19, 2024 of the resulting web page.



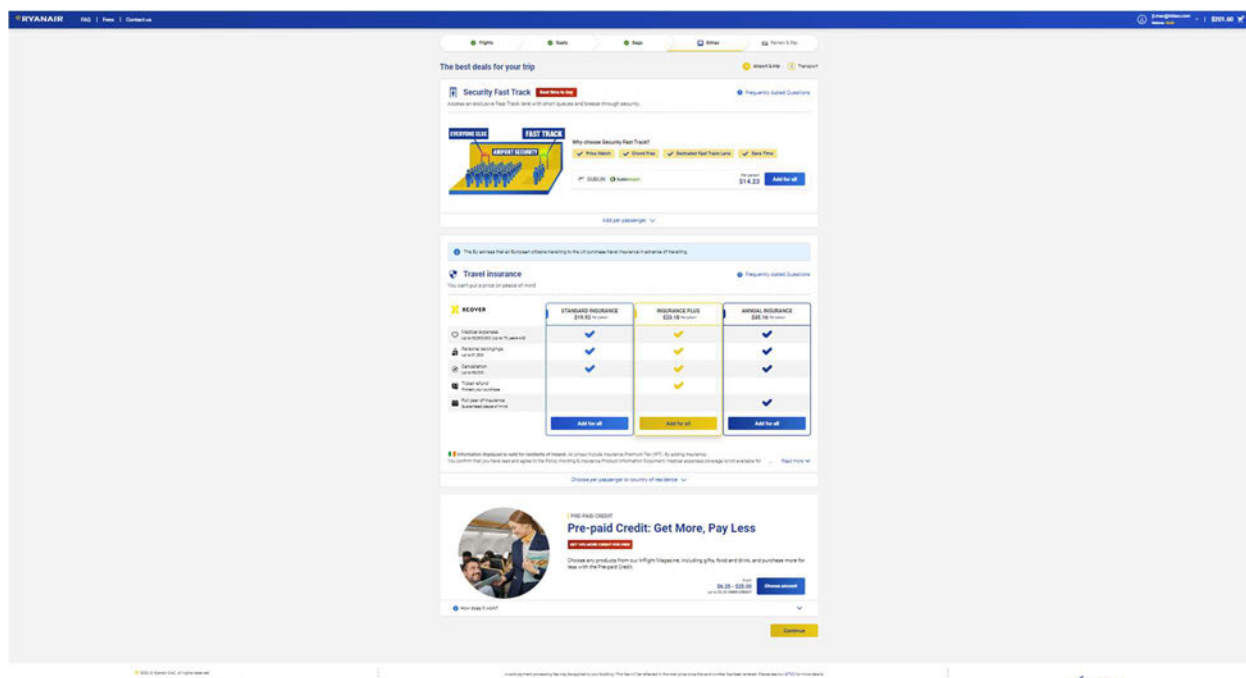
13. At 1:50 pm ET on January 19, 2024, I clicked on the “Add recommended seats” button. The following image is a true and correct screenshot taken at 1:50 pm ET on January 19, 2024 of the resulting web page.



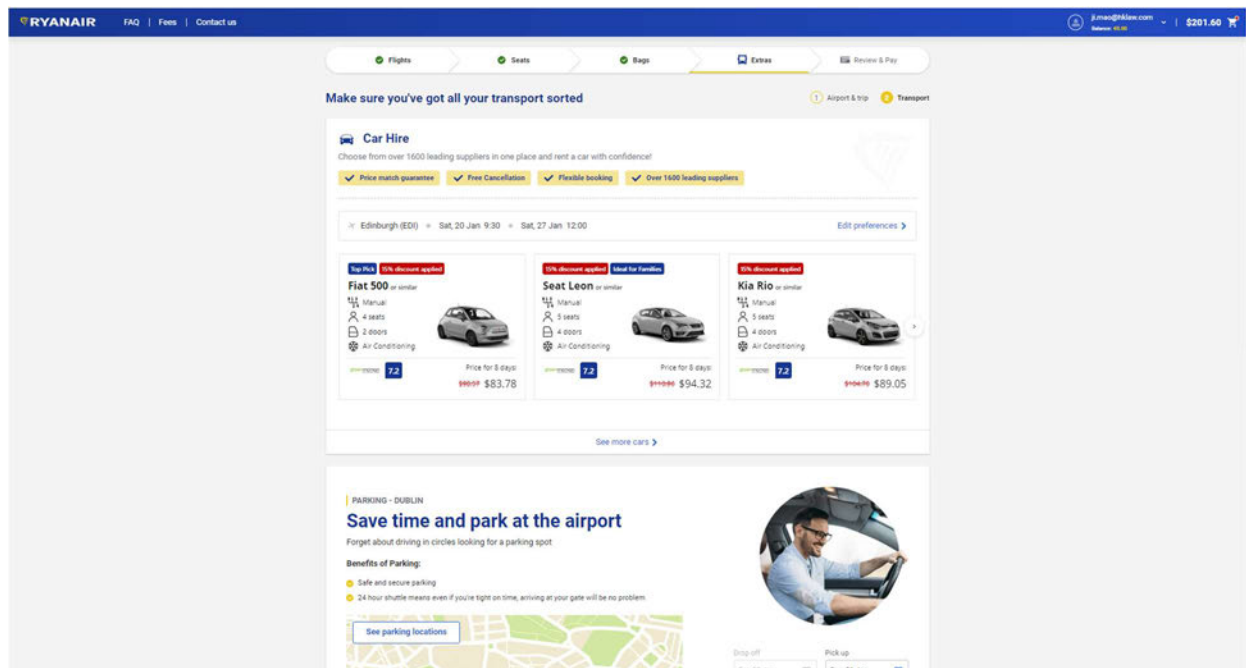
14. At 1:50 pm ET on January 19, 2024, I clicked on the “No, thanks” button. The following image is a true and correct screenshot taken at 1:50 pm ET on January 19, 2024 of the resulting web page.

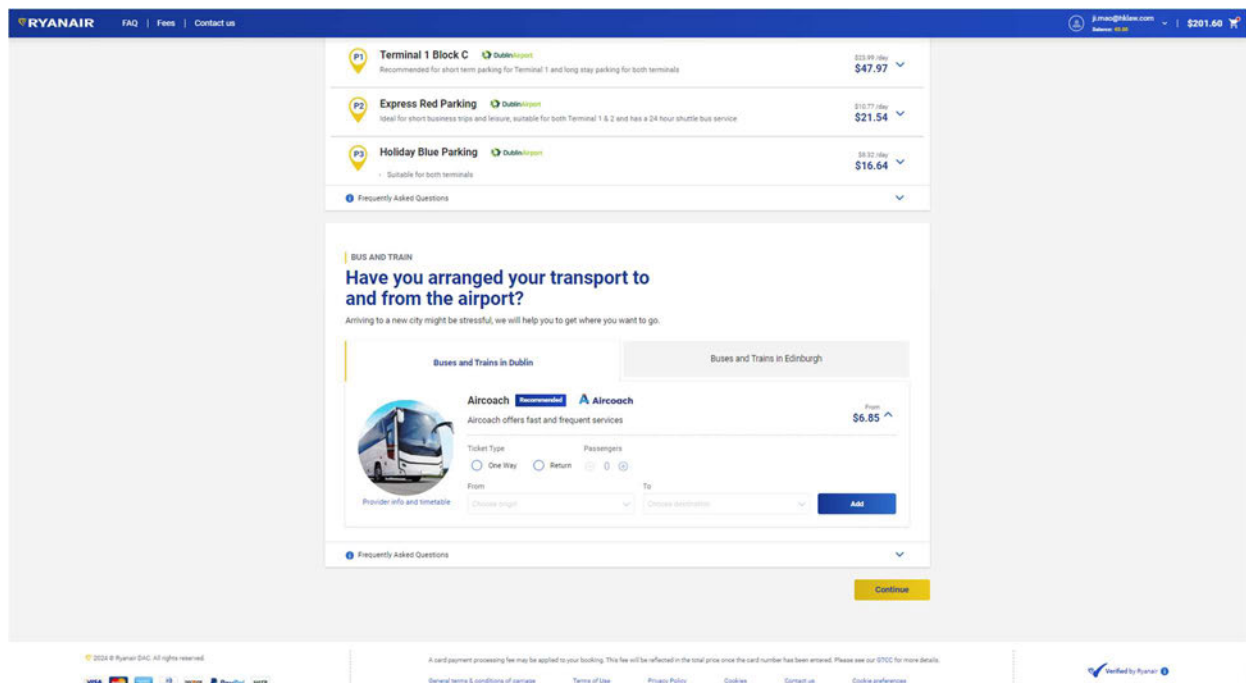


15. At 1:51 pm ET on January 19, 2024, I selected the “1 Small Bag only” button and clicked on the “Continue” button. The following image is a true and correct screenshot taken at 1:51 pm ET on January 19, 2024 of the resulting web page.

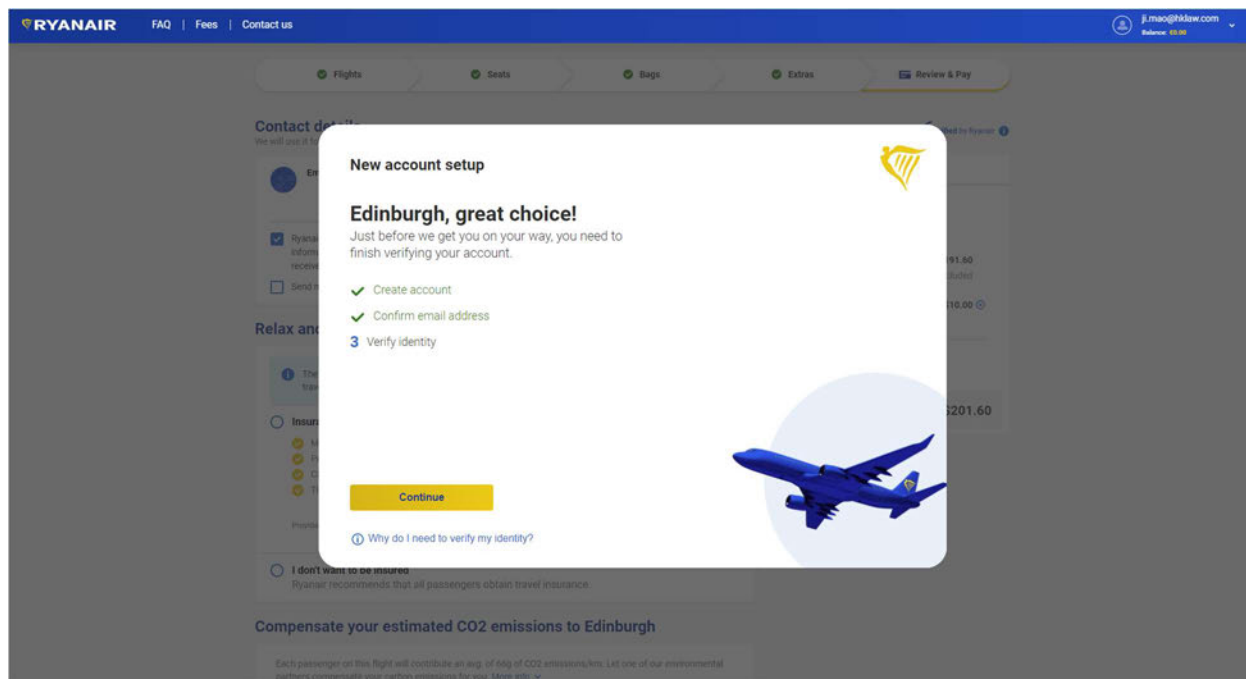


16. At 1:52 pm ET on January 19, 2024, I clicked on the “Continue” button. The following images are true and correct screenshots taken at 1:53 pm ET on January 19, 2024 of the resulting web page.

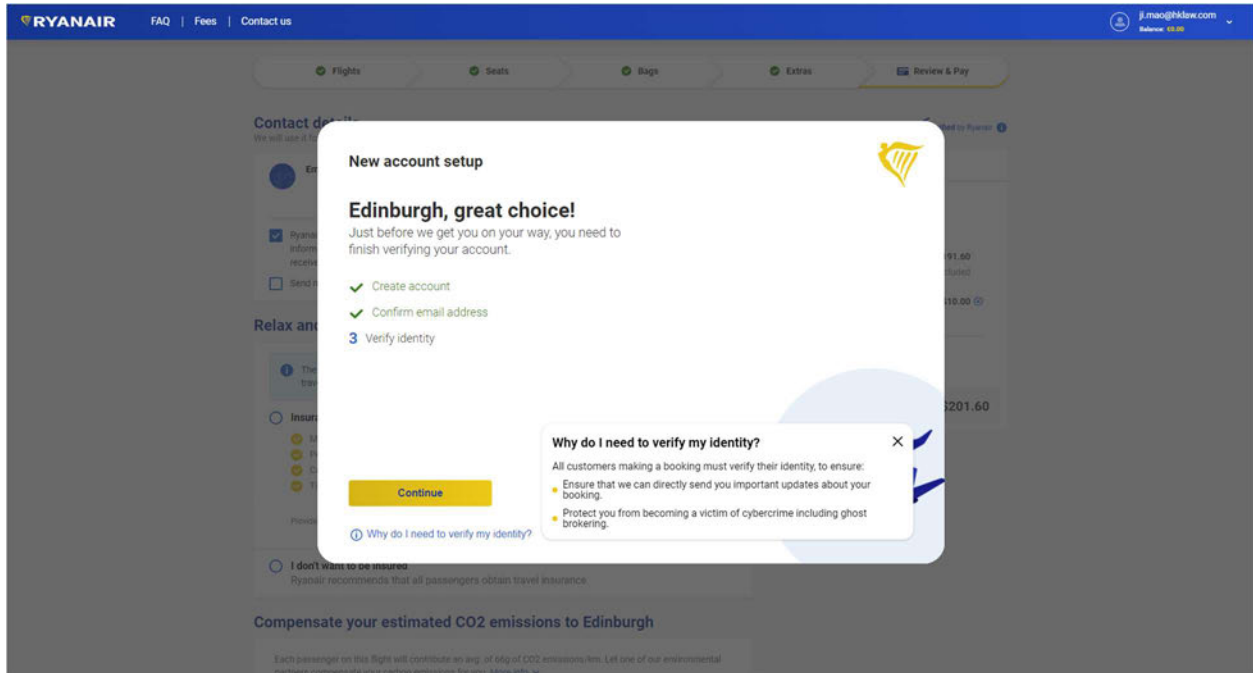




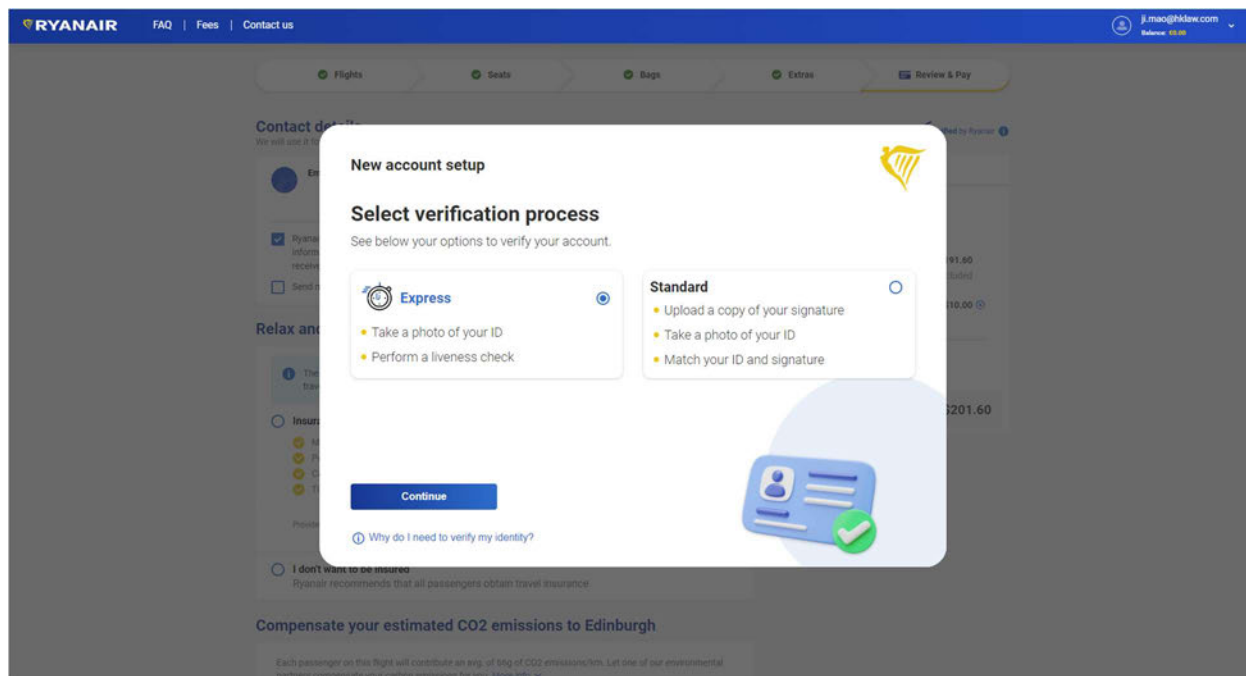
17. At 1:54 pm ET on January 19, 2024, I clicked on the “Continue” button. The following image is a true and correct screenshot taken at 1:54 pm ET on January 19, 2024 of the resulting web page.



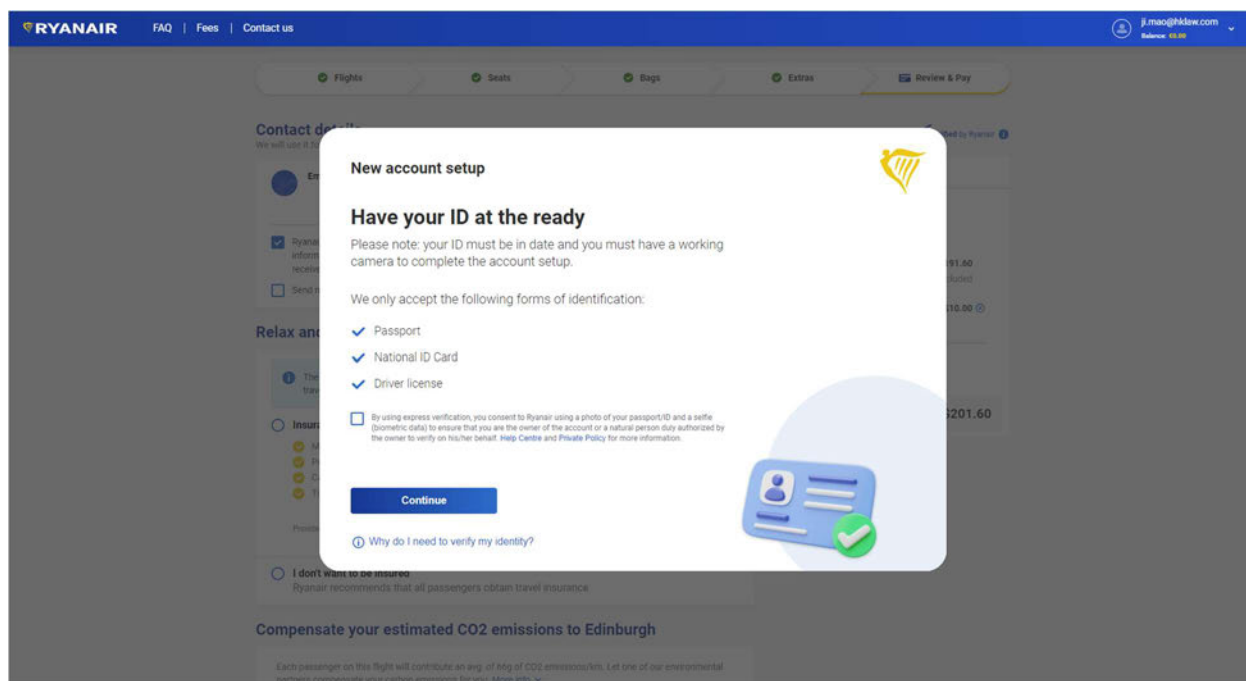
18. At 1:55 pm ET on January 19, 2024, I clicked on the “Why do I need to verify my identity” link. The following image is a true and correct screenshot taken at 1:55 pm ET on January 19, 2024 of the resulting web page.



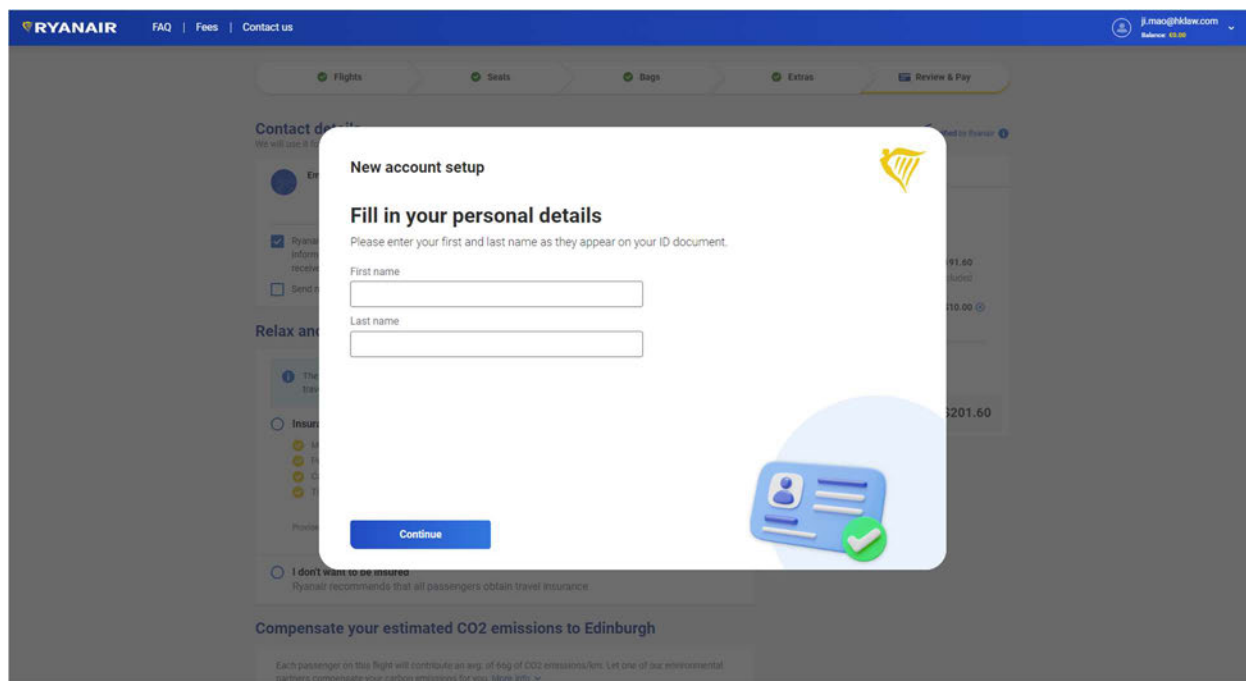
19. At 1:56 pm ET on January 19, 2024, I clicked on the “Continue” button. The following image is a true and correct screenshot taken at 1:56 pm ET on January 19, 2024 of the resulting web page.



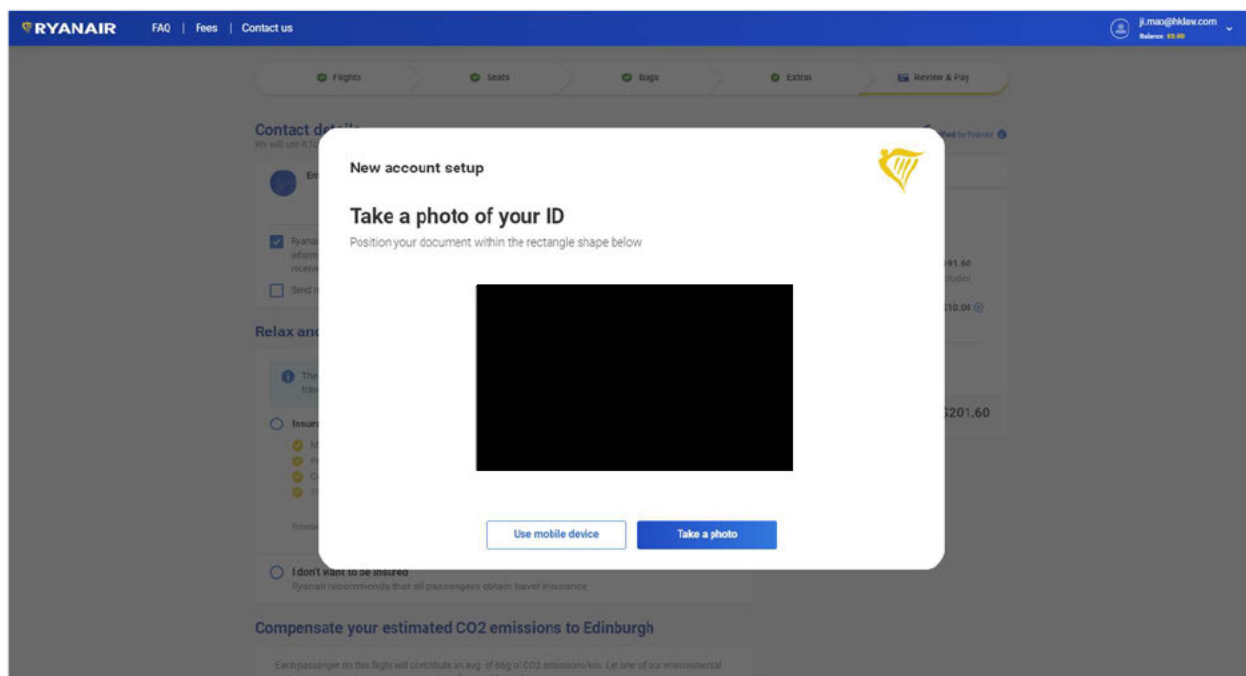
20. At 1:57 pm ET on January 19, 2024, I selected the “Express” option and clicked on the “Continue” button. The following image is a true and correct screenshot taken at 1:57 pm ET on January 19, 2024 of the resulting web page.



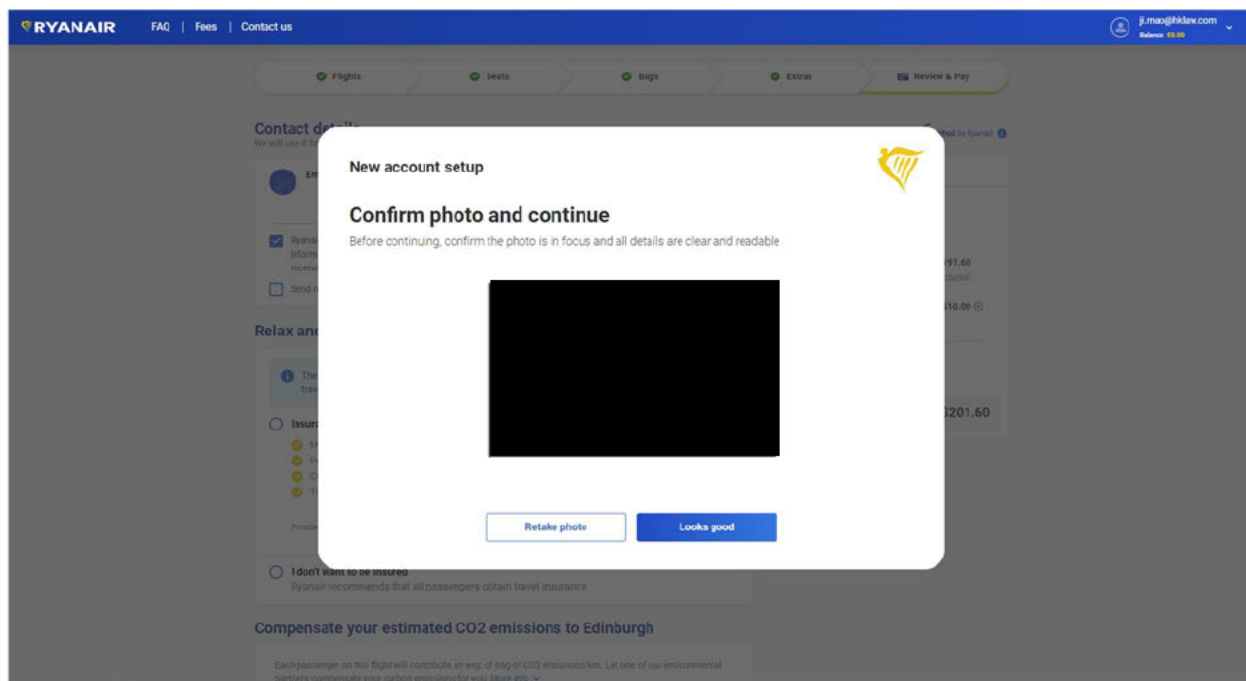
21. At 1:57 pm ET on January 19, 2024, I selected the checkbox and clicked on the “Continue” button. The following image is a true and correct screenshot taken at 1:57 pm ET on January 19, 2024 of the resulting web page.

A screenshot of the Ryanair website's account setup process. A white modal window titled "New account setup" is centered on the screen. Inside the modal, the heading "Fill in your personal details" is followed by the instruction "Please enter your first and last name as they appear on your ID document." Below this, there are two text input fields labeled "First name" and "Last name". At the bottom of the modal is a blue "Continue" button. To the right of the input fields is a small illustration of a blue ID card with a green checkmark. The background of the website is dimmed, showing the Ryanair logo, navigation links (Flights, Seats, Bags, Extras, Review & Pay), and a sidebar with options like "Contact details", "Relax and enjoy your flight", and "Compensate your estimated CO2 emissions to Edinburgh".

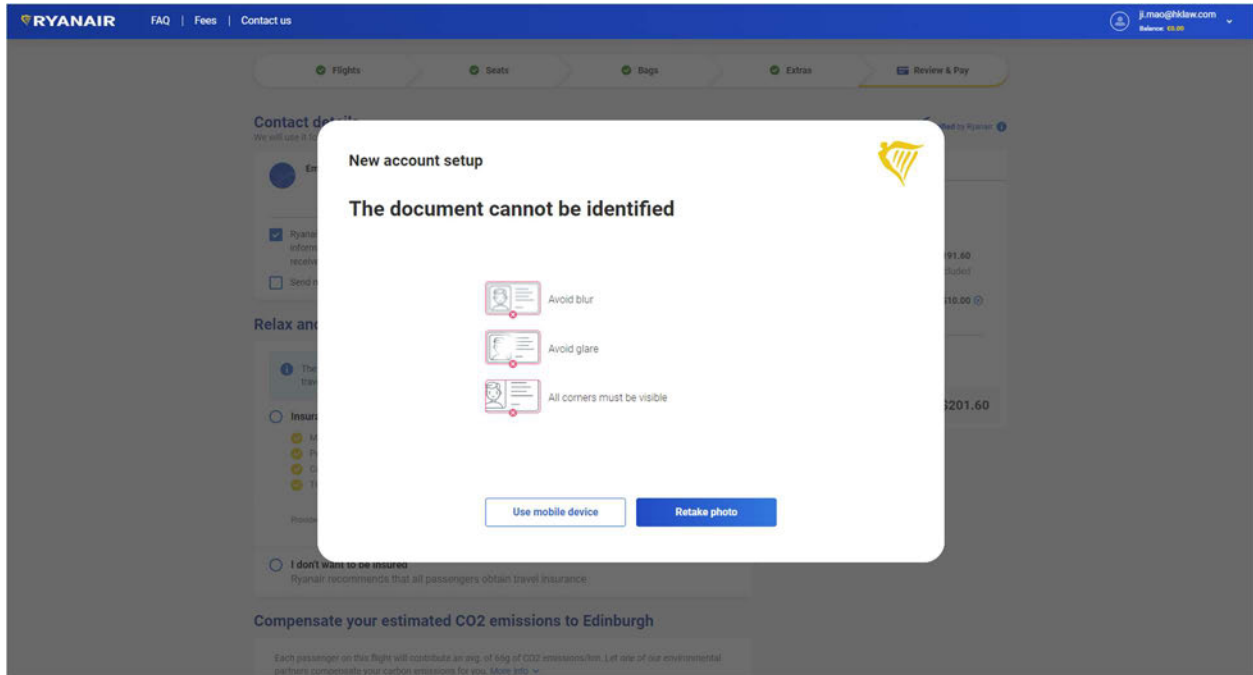
22. At 1:58 pm ET on January 19, 2024, I filled in my personal information and clicked on the “Continue” button. The following image is a true and correct screenshot taken at 1:58 pm ET on January 19, 2024 of the resulting web page.



23. At 2:00 pm ET on January 19, 2024, I clicked on the “Take a photo” button. The image did not display my personal identification. The following image is a true and correct screenshot taken at 2:00 pm ET on January 19, 2024 of the resulting web page.

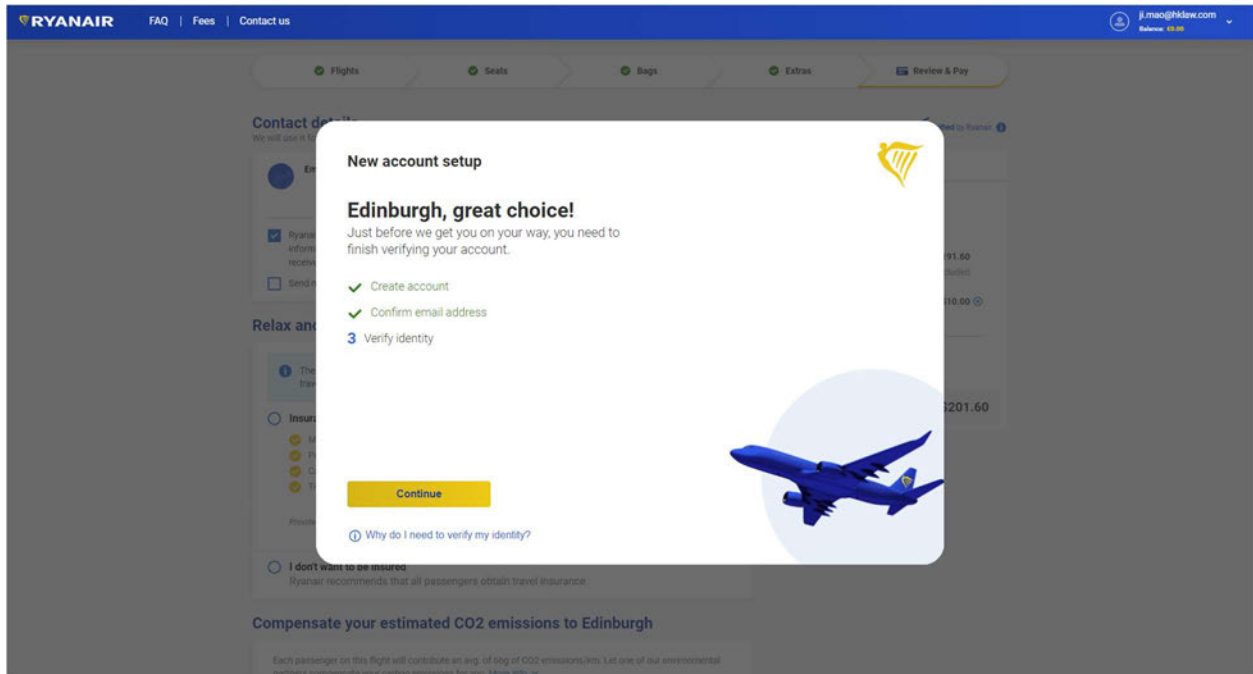


24. At 2:00 pm ET on January 19, 2024, I clicked on the “Looks good” button. The following image is a true and correct screenshot taken at 2:00 pm ET on January 19, 2024 of the resulting web page.

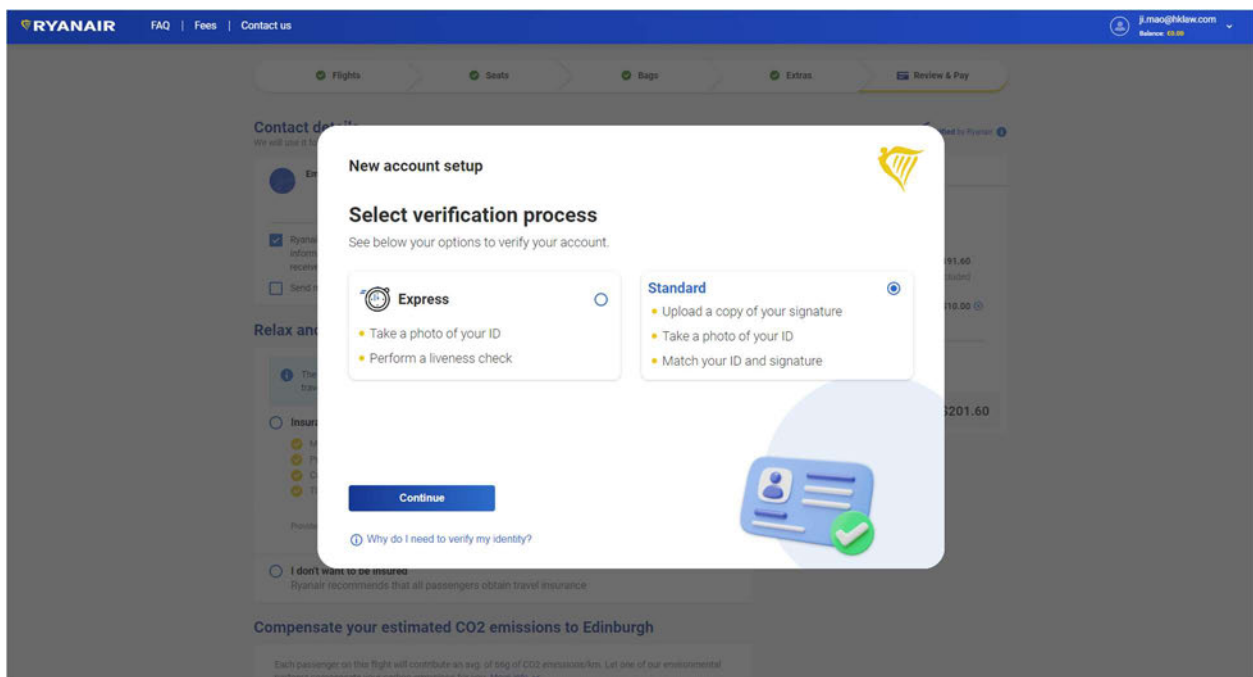


25. I was not able to continue to book my flight without completing this verification procedure.

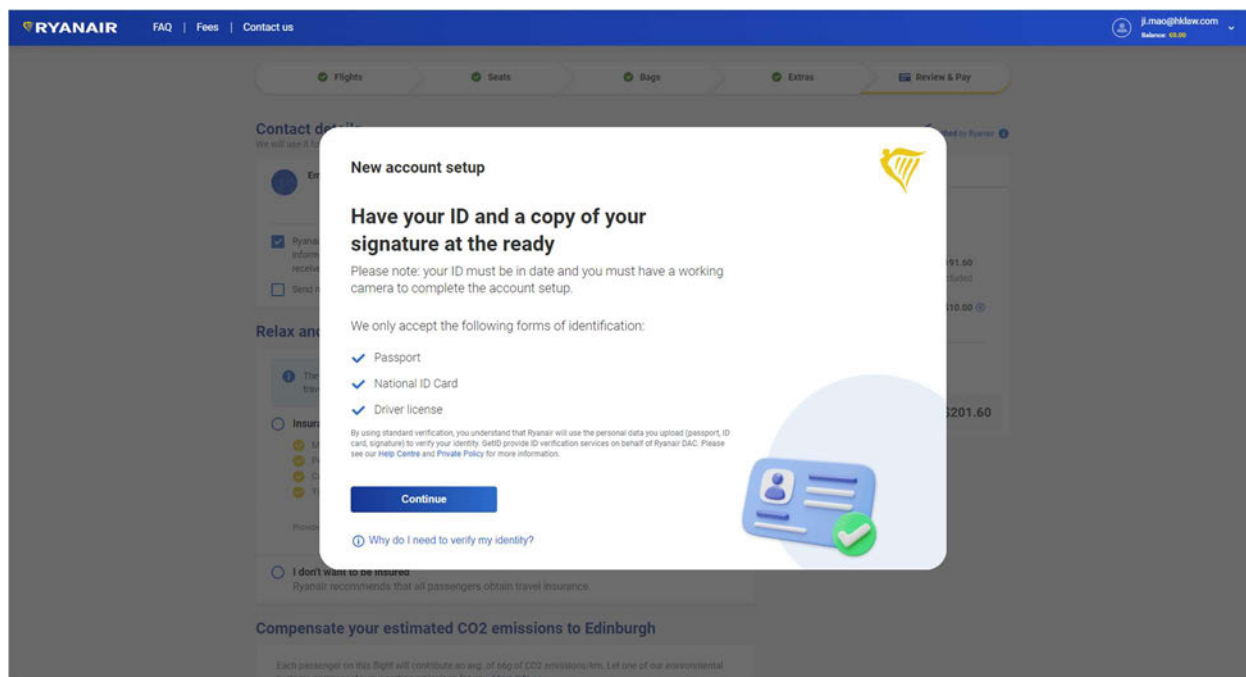
26. At 2:03 pm ET, I hit the back button to return to the payment page. The following image is a true and correct screenshot taken at 2:05 pm ET on January 19, 2024 of the resulting web page.



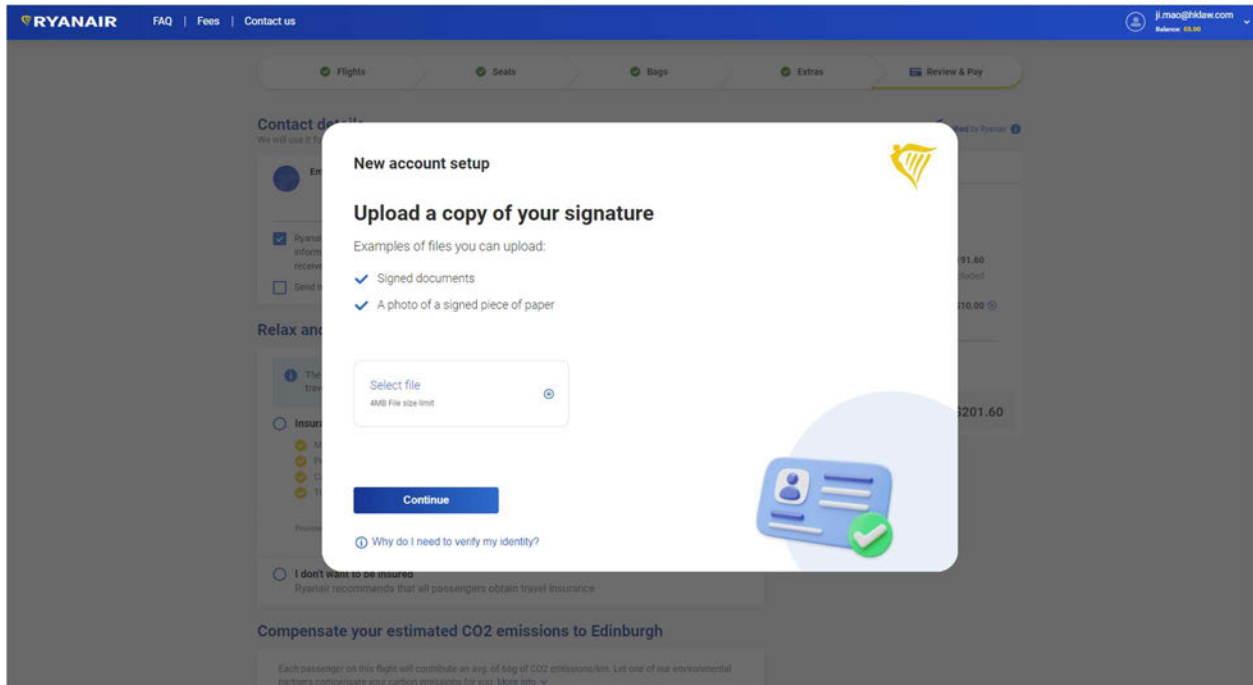
27. At 2:06 pm ET on January 19, 2024, I clicked on the “Continue” button. The following image is a true and correct screenshot taken at 2:06 pm ET on January 19, 2024 of the resulting web page.



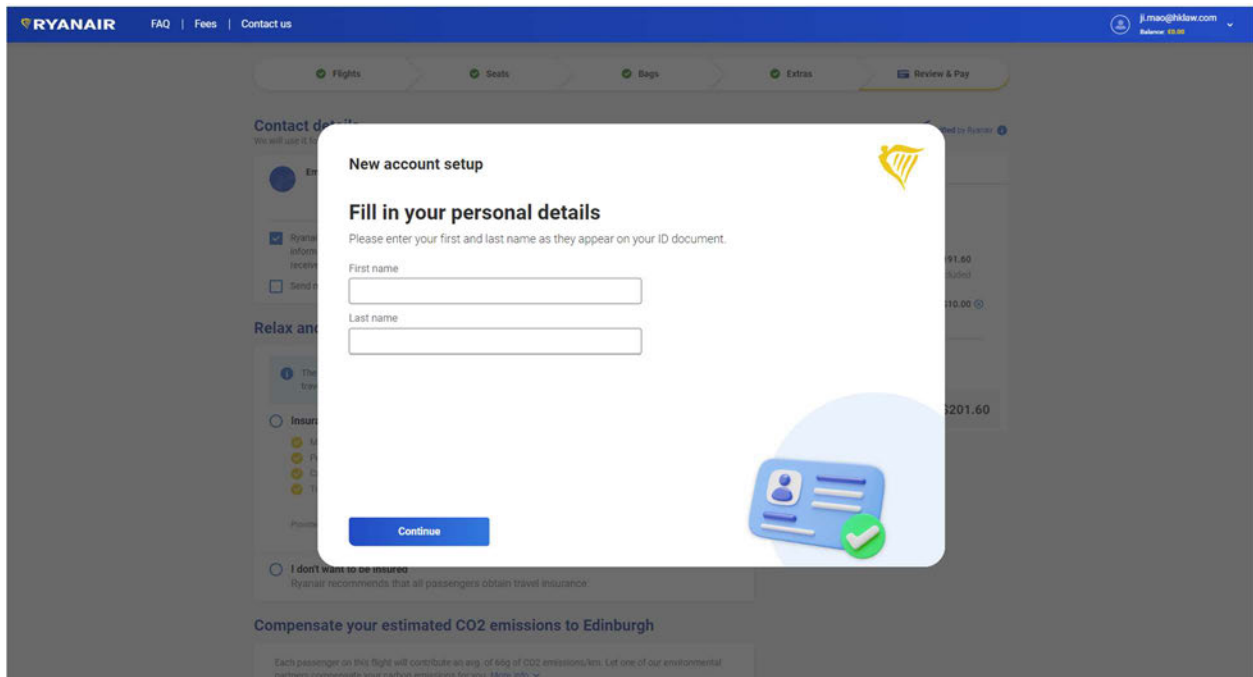
28. At 2:07 pm ET on January 19, 2024, I selected the “Standard” option and clicked on the “Continue” button. The following image is a true and correct screenshot taken at 2:07 pm ET on January 19, 2024 of the resulting web page.



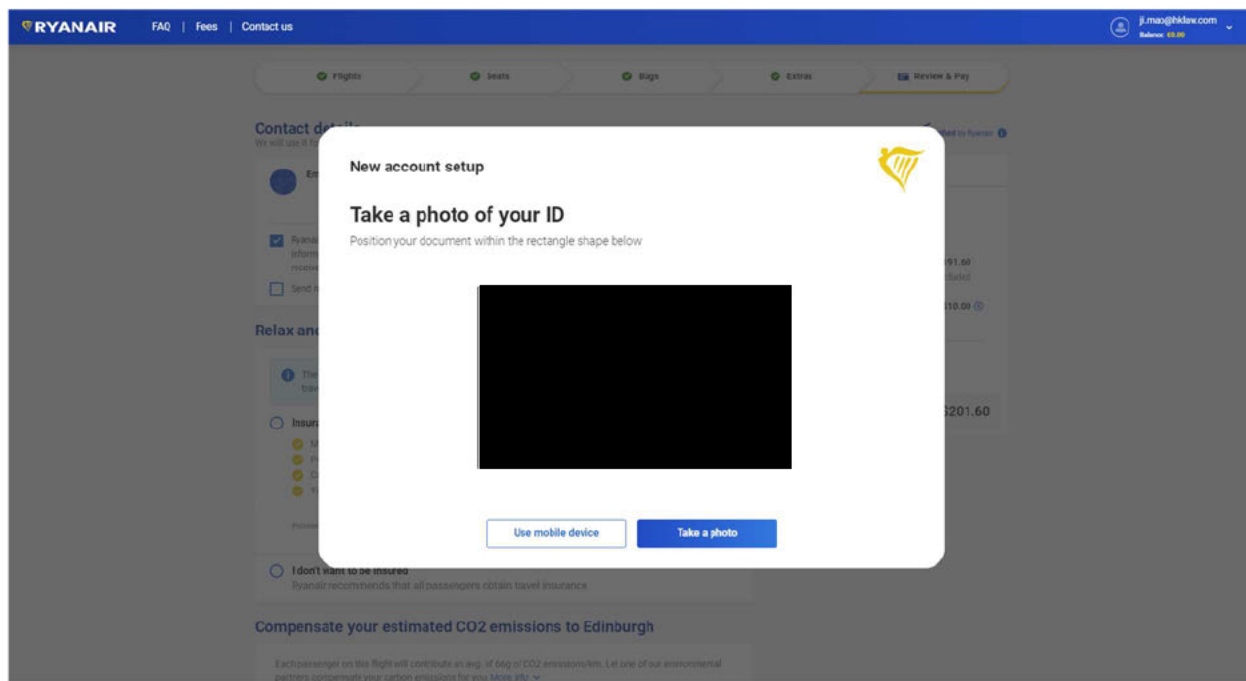
29. At 2:07 pm ET on January 19, 2024, I clicked on the “Continue” button. The following image is a true and correct screenshot taken at 2:07 pm ET on January 19, 2024 of the resulting web page.



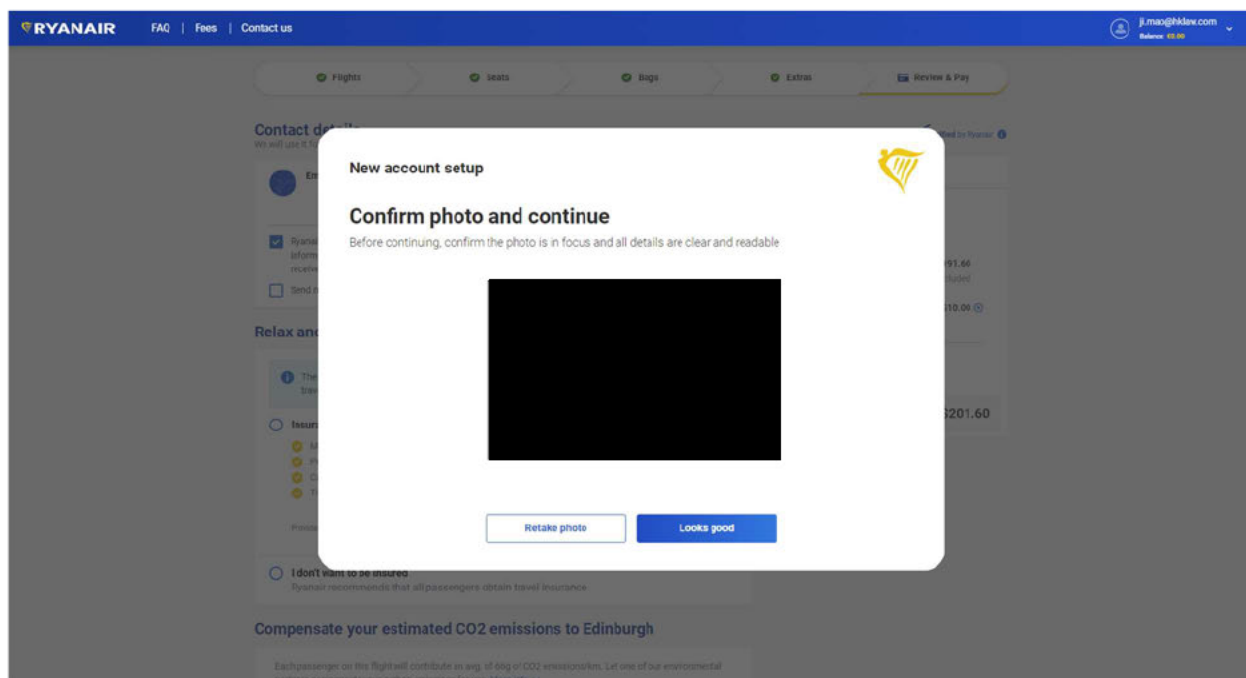
30. At 2:08 pm ET on January 19, 2024, I uploaded an image that was not my passport, national ID card, or driver's license and clicked on the "Continue" button. The following image is a true and correct screenshot taken at 2:08 pm ET on January 19, 2024 of the resulting web page.



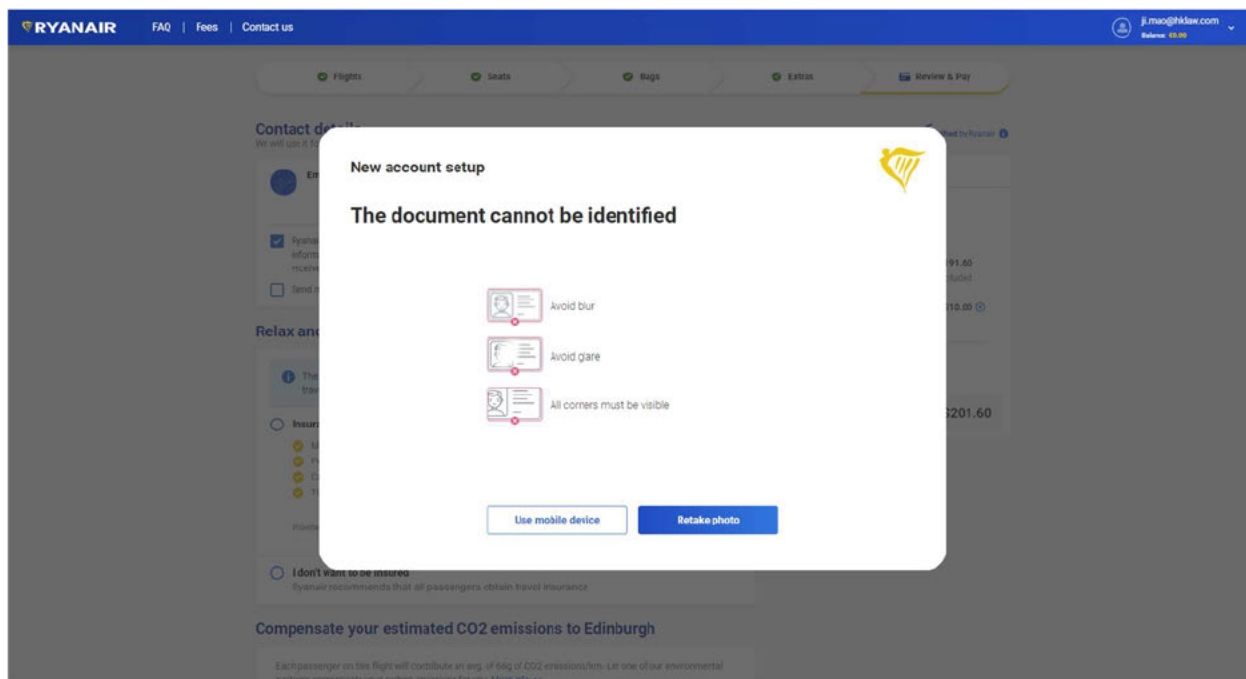
31. At 2:09 pm ET on January 19, 2024, I filled in my personal details and clicked on the “Continue” button. The following image is a true and correct screenshot taken at 2:10 pm ET on January 19, 2024 of the resulting web page.



32. At 2:11 pm ET on January 19, 2024, I clicked on the “Take a photo” button. The following image is a true and correct screenshot taken at 2:11 pm ET on January 19, 2024 of the resulting web page.



33. At 2:12 pm ET on January 19, 2024, I clicked on the “Looks good” button. The photograph did not contain my personal identification. The following image is a true and correct screenshot taken at 2:12 pm ET on January 19, 2024 of the resulting web page.



34. I was not able to complete my flight booking without completing this verification procedure.

35. Attached as **Exhibit 1** is a true and correct copy of excerpts from the deposition transcript of John Hurley, deposited on September 29, 2023.

36. Attached as **Exhibit 2** is a true and correct copy of excerpts from the deposition transcript of Dara Brady, deposited on August 18, 2023.

37. Attached as **Exhibit 3** is a true and correct copy of excerpts from the deposition transcript of John Hurley, deposited on August 16, 2023.

38. Attached as **Exhibit 4** is a true and correct copy of the document stamped with Bates no. RYANAIR-BOOKING_0076008, showing a system-generated customer verification email.

39. Attached as **Exhibit 5** is a true and correct copy of excerpts from the deposition transcript of Matteo Bruni, deposited on August 11, 2023.

40. Attached as **Exhibit 6** is a true and correct copy of Defendants' Privilege Log related to third-party communications, served on January 12, 2024.

41. Attached as **Exhibit 7** is a true and correct copy of excerpts from the deposition transcript of Iain Lopata, deposited on October 11, 2023.

42. Attached as **Exhibit 8** is a true and correct copy of Ryanair's Written Responses to Written Questions for Ryanair, served on December 11, 2023.

43. Attached as **Exhibit 9** is a true and correct copy of excerpts from the deposition transcript of Olivier Roset, deposited on August 23, 2023.

44. Attached as **Exhibit 10** is a true and correct copy of excerpts from the deposition transcript of David Furey, deposited on June 15, 2023.

45. Attached as **Exhibit 11** is a true and correct copy of the document stamped with Bates no. BOOKING.COM00000682 showing an email exchange with Glenn Fogel, CEO of Booking.com and Booking Holdings.

46. Attached as **Exhibit 12** is a true and correct copy of excerpts from the deposition transcript of Timothy James O’Neil-Dunne, deposed on September 26, 2023.

47. Attached as **Exhibit 13** is a true and correct copy of excerpts from the deposition transcript of Anthony Vance, deposed on October 13, 2023.

48. Attached as **Exhibit 14** is a true and correct copy of the document titled “Web Scraping for Hospitality Research: Overview, Opportunities, and Implications” and stamped as Exhibit 129 during the deposition of Timothy James O’Neil-Dunne on September 26, 2023.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Executed on January 22, 2024

Respectfully Submitted,

/s/ Ji Mao
Ji Mao

*Attorney for Plaintiff/
Counterclaim Defendant, Ryanair DAC*